

5 ABSTRACT

5 A method of providing a real time interactive environment, over the Internet,  
between an agent of an online retailer and a client, comprising, creating images of a  
product of the online retailer, the images including at least one of a panorama view  
image, a 3-D movie and a magnified image frame, providing a call center services for  
real time, bi-directional communication between the agent and the client, combining the  
10 product image with recorded voiceover, the voiceover further describing the product,  
providing means by which the agent can push onto the client computer an alternative  
product, wherein the agent and the client view the alternative product simultaneously,  
providing means for the retailer to receive client input, and providing a web server for  
hosting the created image of the product of interest and hosting the call center.